

If you are using an Internet-based telephone provider like Vonage, you may be in serious danger. When users dial 911 on their VOIP device, they are sometimes re-routed several times through foreign countries before reaching an emergency operator—sometimes taking more than 15 minutes. Other times, an electronic recording will instruct callers to dial 911 from a different phone. At a hearing this week I asked the chairman of the FCC to warn people about this threat to public safety. Chairman Martin said he would soon propose requiring Internet-based telephone providers to offer their customers emergency 911 dialing services.